CLAIMS

1. A method for controlling an agent workstation in a computer-telephony system, comprising:

controlling a telephony device driver in the workstation by a server process in the workstation;

interfacing a controller external to the workstation by a first client process to the server process;

interfacing the controller to the server process by a second client process, the second client process serving as an alternate interface between the controller and the server process in the event of failure by the first client process; and

transferring control of the server process by the controller from the first client process to the second client process in the event of failure by the first client process.

2. The method as in claim 1, further comprising:

providing the first client process and the second client process in the workstation.

3. The method as in claim 1, further comprising:

providing the server process in the workstation as a telephony application program interface (TAPI) server process.

4. The method as in claim 1, further comprising:

providing the first client process and the second client process as telephony application program interface (TAPI) client processes.

5. The method as in claim 1, further comprising:

linking the controller to the first client process by a computer network connection.

6. The method as in claim 1, further comprising:

linking the controller to the second client process by a computer network connection.

7. The method of claim 1, further comprising:

failing by the first client process by a failure in the first client process.

8. The method of claim 1, further comprising:

failing by the first client process by a failure of a network connection linking the controller to the first client process.

9. The method of claim 1, further comprising:

failing by the first client process by a failure in the server process.

10. An apparatus to control an agent workstation in a computer-telephony system, comprising:

means for controlling a telephony device driver in the workstation by a server process in the workstation;

means for interfacing a controller external to the workstation by a first client process to the server process;

means for interfacing the controller to the server process by a second client process, the second client process serving as an alternate interface between the controller and the server process in the event of failure by the first client process; and

means for transferring control of the server process by the controller from the first client process to the second client process in the event of failure by the first client process.

11. The apparatus as in claim 10, further comprising:

the first client process and the second client process are in the workstation.

12. The apparatus as in claim 10, further comprising:

the server process in the workstation is a telephony application program interface (TAPI) server process.

13. The apparatus as in claim 10, further comprising:

the first client process and the second client process are telephony application program interface (TAPI) client processes.

14. The apparatus as in claim 10, further comprising:

means for linking the controller to the first client process by a computer network connection.

15. The apparatus as in claim 10, further comprising:

means for linking the controller to the second client process by a computer network connection.

16. The apparatus as in claim 10, further comprising:

the first client process fails by a failure in the first client process.

17. The apparatus as in claim 10, further comprising:

the first client process fails by a failure of a network connection linking the controller to the first client process.

18. The apparatus as in claim 10, further comprising:

the first client process fails by a failure in the server process.

19. An apparatus to control an agent workstation in a computer-telephony system, comprising:

a server process in the workstation to control a telephony device driver in the workstation;

a controller external to the workstation interfaced by a first client process to the server process;

a second client process interfaced to the controller, the second client process serving as an alternate interface between the controller and the server process in the event of failure by the first client process; and

means for transferring control of the server process by the controller from the first client process to the second client process in the event of failure by the first client process.

20. Electromagnetic signals propagating on a computer network, comprising:

said electromagnetic signals carrying information having instructions for execution on a processor for the practice of the method of claim 1.

21. Computer readable media, comprising:

said computer readable media having information written thereon, said information having instructions for execution on a processor for the practice of the method of claim 1.